



ACE Modernized Forms

Forms 28, 29, 4647

April 2022



U.S. Customs and
Border Protection





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TOPIC 1: ACCESS CBP FORMS THROUGH MODERNIZED ACE

INTRODUCTION

The Modernized ACE CBP Forms application allows users to view and manage electronic versions of CBP Form 28 (Request for Information), Form 29 (Notice of Action), and Form 4647 (Notice to Mark and/or Notice to Redeliver).

A key upgrade in CBP Forms is the **Courtesy Copy** feature:

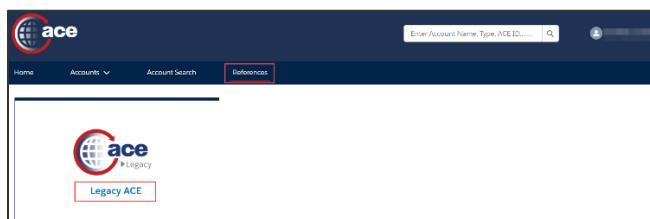
- When CBP issues a form, brokers now have the option to receive an electronic courtesy copy of the form via email, using the primary point of contact's email address associated with a broker's ACE Portal account (sub-account level).
- To receive the electronic courtesy copy, the **Mode of Communication** must be set to **Portal** or **Both** in the importer's ACE Portal Account and the broker's ACE Portal account.

Refer to the [Receiving and Responding to CBP Forms Managing the Mode of Communication](#) Quick Reference Guide (QRG) for instructions on setting up mode of communication in the ACE Portal.

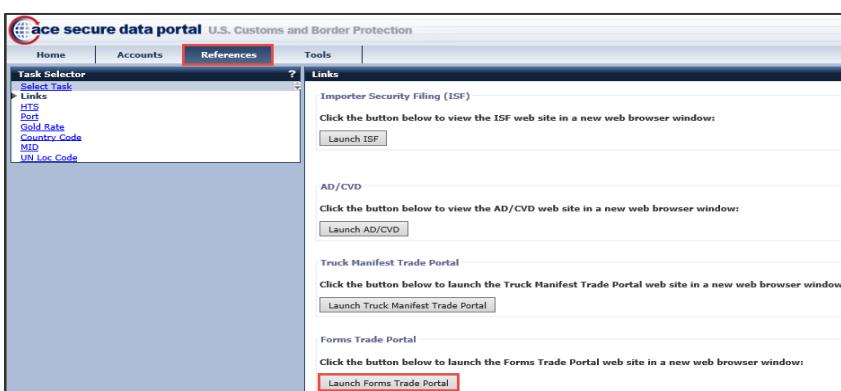
For assistance with access and login to the Modernized ACE Portal, refer to the [Modernized ACE Portal – Create Account and Login](#) QRG.

ACCESS FORMS THROUGH MODERNIZED ACE

1. Access the **ACE Modernized Portal**.
2. Select the **References** tab.
3. Select the **Legacy ACE** hyperlink.



4. In the **Legacy ACE Portal**:
 - a. Select the **References** tab.
 - b. In the **Forms Trade Portal** section, select the **Launch Forms Trade Portal** button.





The CBP Forms application displays.

The screenshot shows the U.S. Customs & Border Protection ACE Forms interface. On the left, the 'Search Forms' pane contains a search bar with 'Entry Number' and a 'Search' button. Below it is the 'Trade Hotlist' pane, which includes a 'My Forms' section with 'Pending Response' and 'Overdue' counts. On the right, the 'Forms Search Results' pane displays a table with columns for Lead Entry Number, Associated Summary, Form Type, Entry Date, Importer Number, Issue Date, Status, Port of Entry, Center ID, and Team. A message indicates 'No form found'. Navigation buttons for items per page (10), total (0 of 0), and arrows are at the bottom.

5. In the **Search Forms** pane:

- In the **Entry Number** field, type an *entry number*.
- Select the **Search** button.

A close-up view of the 'Search Forms' pane. The 'Entry Number' input field is highlighted with a red border, containing the value 'VBR-80125711'. Below it is the 'Search' button.

NOTE: There are two other ways to search for forms requiring a response:
Advanced Search hyperlink in the **Search Forms** pane.

A detailed view of the 'Advanced Search' dialog box. It includes fields for 'Entry #', 'Importer #', 'Date of Entry', 'Form Type', 'Port of Entry', 'Issue Date', 'Status', 'Reference or File #', and 'MFR/Shipper/Seller'. Buttons for 'Cancel', 'Clear', and 'Search' are at the bottom.

Pending Response hyperlink in the **Trade Hotlist** pane.

A close-up view of the 'Trade Hotlist' pane. The 'Pending Response' link is highlighted with a red border. Below it is the 'Overdue' link.

NOTE: Select the **Overdue** hyperlink to display the list of overdue forms.
Overdue notices are based on the due date of the form.





TOPIC 2: FORM 28 RESPONSE

INTRODUCTION

When responding to a Form 28, review the information in the **CBP Email** column. If you already provided the information CBP is requesting, complete the **Port** field and **Date Information Furnished** field.

COMPLETE A FORM 28 RESPONSE

1. Access CBP Forms.
If needed, refer to **Topic 1: Access CBP Forms Through Modernized ACE**.
2. In the **Forms Search Results** pane, in the **Form Type** column, select a form 28 hyperlink.
3. In the **Details for Entry #** pane, select **Respond** from the **Action** drop-down menu.



NOTE: Select **Generate PDF** from the **Action** drop-down menu to create a PDF of the form.

4. Complete this step if you have **not** provided a response to CBP. Skip to step 5 if you already provided the requested information to CBP.

In the **Respond CBP Form 28** dialog box:

- a. In the **Trade Reply:** field, type a *reply*.
- b. In the **Name*** field, type *your name*.
- c. In the **Title*** field, type *your title*.
- d. In the **Telephone*** field, type *your telephone number*.
- e. In the **Email*** field, type *your email address*.





5. Complete this step to indicate you have already provided the requested information to CBP. Skip this step if you completed the previous step 4.

In the **Respond CBP Form 28** dialog box:

- In the **Name*** field, type your name.
- In the **Title*** field, type your title.
- In the **Telephone*** field, type your telephone number.
- In the **Email*** field, type your email address.
- In the shaded box, in the **Port** field, type *your port code*.

Respond CBP Form 28

Selected Questions: A. Are you related in any way to the seller of this merchandise? If you are related, please describe the relationship, and explain how this relationship affects the price paid or payable for the merchandise.

Trade Reply: *

Required Items: A. Copy of contract (or purchase order and seller's confirmation thereof) covering this transaction, and any revisions thereto
E. Add items in CBP Officer Message below

CBP Officer Message: TEST THE SEND CONFIRMATION IMPORTER MOU is set to PORTAL

Trade Reply: *

Cancel Save and Send

6. Select the **Add Attachment** button, if appropriate.

Add Attachment Delete Attachment(s) Filter

| Name ↑ | Attachment ID # | Date/Time |
|---------------------------|-----------------|-----------|
| — No records to display — | | |

Items per page: 10 0 of 0 | < < > > |

- Select the file to attach.
- Select the **Open** button. The file name displays beside the **Upload Document To DIS** button.

Add Attachment Delete Attachment(s) Filter

images.jpg Upload Document To DIS

- Select the **Upload Document To DIS** button. The uploaded file displays in the attachment list.

Add Attachment Delete Attachment(s) Filter

| Name ↑ | Attachment ID # | Date/Time |
|------------|-----------------|----------------------------|
| images.jpg | 329373 | 04/21/2022, 13:06:23-04:00 |

Items per page: 10 1 - 1 of 1 | < < > > |

7. Select the **Save and Send** button.

Trade Attachments Add Attachment Filter

Name Attachment ID # Date/Time

Cancel Save and Send





TOPIC 3: FORM 29 RESPONSE

INTRODUCTION

You can review and respond to a Form 29 in the CBP Forms application.

COMPLETE A FORM 29 RESPONSE

1. Access CBP Forms.

If needed, refer to **Topic 1: Access CBP Forms Through Modernized ACE**.

2. In the **Forms Search Results** pane, in the **Form Type** column, select a form 29 hyperlink.
3. In the **Details for Entry #** pane, select **Respond** from the **Action** drop-down menu.



NOTE: Select **Generate PDF** from the **Action** drop-down menu to create a PDF.

A screenshot of a software interface showing a "Details for Entry # VBR-80125711" pane. At the top right, there is a "Action" dropdown menu with "Respond" and "Generate PDF" options highlighted. Below the pane, there are tabs for "Details" and "Associated Summaries".

4. Complete this step if you have not provided a response to CBP. Skip to step 5 if you already provided the requested information to CBP.

In the **Respond CBP Form 29** dialog box:

- a. In the **Trade Reply:** field, type a *reply*.
- b. In the **Name*** field, type *your name*.
- c. In the **Title*** field, type *your title*.
- d. In the **Telephone*** field, type *your telephone number*.
- e. In the **Email*** field, type *your email address*.

5. Select the **Add Attachment** button, if appropriate.

A screenshot of a software interface showing an "Add Attachment" dialog box. At the top left, there is a "Add Attachment" button with a red border. Below it are "Delete Attachment(s)" and "Filter" buttons. The main area shows a table with columns for "Name ↑", "Attachment ID #", and "Date/Time". A message at the bottom says "— No records to display —". At the bottom, there are buttons for "Items per page:" (set to 10), "0 of 0", and navigation arrows.

- a. Select the file to attach.
- b. Select the **Open** button. The file name displays beside the **Upload Document To DIS** button.

A screenshot of a software interface showing an "Add Attachment" dialog box. At the top left, there is a "Add Attachment" button with a red border. Below it are "Delete Attachment(s)" and "Filter" buttons. The main area shows a table with a row containing a file icon, the file name "images.jpg", and an "Open" button. At the bottom, there is a "Upload Document To DIS" button.





c. Select the **Upload Document To DIS** button. The uploaded file displays in the attachment list.

| Add Attachment | | | Delete Attachment(s) | Filter |
|-------------------------------------|-----------------|----------------------------|----------------------|--------|
| <input type="checkbox"/> Name ↑ | Attachment ID # | Date/Time | | |
| <input type="checkbox"/> images.jpg | 329373 | 04/21/2022, 13:06:23-04:00 | | |

Items per page: 10 | < < > > |

6. Select the **Save and Send** button.

| Add Attachment | | | | Filter |
|---------------------------------------|-----------------|-----------|----------------------------------------------|--------|
| Name | Attachment ID # | Date/Time | | |
| <input type="button" value="Cancel"/> | | | <input type="button" value="Save and Send"/> | |



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TOPIC 4: FORM 4647 RESPONSE

INTRODUCTION

Use CBP Forms to complete the notice to mark and/or redeliver details for Form 4647.

COMPLETE A FORM 4647 RESPONSE

1. Access CBP Forms.
If needed, refer to **Topic 1: Access CBP Forms Through Modernized ACE**.
2. In the **Forms Search Results** pane, in the **Form Type** column, select a form 4647 hyperlink.
3. In the **Details for Entry #** pane, select **Respond** from the **Action** drop-down menu.

A screenshot of a software interface titled "Details for Entry # VBR-80125711". The pane shows basic information: Status (Sent), Broker/Importer File No. (109577), and Issue Date. On the right, there is an "Action" dropdown menu with a sub-menu containing "Respond" and "Generate PDF". The "Respond" option is highlighted with a red box.

NOTE: Select **Generate PDF** from the **Action** drop-down menu to create a PDF of the form.

4. Skip to step 5 if the merchandise is not going to be exported or destroyed.
If the merchandise is to be exported or destroyed, complete the following steps in the **Respond to CBP Form 4647: Notice to Mark and/or Notice to Redeliver** dialog box, in the **Importer Certification** section:
 - a. In the **Merchandise To be:** field, select either the **Exported** radio button or **Destroyed under CBP supervision in lieu of marking or other required corrective measures** radio button.
 - b. In the **Place** field, type the *place where the merchandise was either exported or destroyed*.
 - c. In the **Date** field, select the **Calendar** icon and select the date the merchandise was either exported or destroyed.
 - d. In the **Time** field, type the *time the merchandise was either exported or destroyed*.

A screenshot of a "Importer Certification" dialog box. It contains fields for "Place", "Date", and "Time", all of which are highlighted with a red border. To the right, there is a text area with instructions about merchandise marking and compliance, and a section for indicating place and phone number.



5. In the **Respond to CBP Form 4647: Notice to Mark and/or Notice to Redeliver** dialog box, in the **Importer Certification** section:
 - a. Select the radio button in the **I certify that all merchandise has been marked to indicate the country of origin as required by 19 U.S.C. 1304 or otherwise brought into compliance with statute(s) or regulation(s)** field.
 - b. In the **Sample is, is not submitted herein** field, select a radio button.
 - c. In the **Place** field, type the *place where the merchandise is being held*.
 - d. In the **Telephone** field, type *your telephone number*.

Importer Certification

Merchandise To be:

Exported Destroyed under CBP supervision in lieu of marking or other required corrective measures.

Place _____ Date _____ Time _____

I certify that all merchandise has been marked to indicate the country of origin as required by 19 U.S.C. 1304 or otherwise brought into compliance with statute(s) or regulation(s)
Sample is not submitted herein.
Merchandise and original containers being held intact and available for CBP inspection at.
Indicate Place and Phone Number

6. In the **I (we) guarantee the payment of all expenses incident to the above action** section:
 - a. In the **Name** field, type *your name*.
 - b. In the **Title** field, type *your title*.
 - c. In the **Telephone** field, type *your telephone number*.
 - d. In the **Email** field, type *your email address*.

I (we) guarantee the payment of all expenses incident to the above action.

| | |
|---------|-------------|
| Name * | Telephone * |
| Title * | E-mail * |

7. Select the **Add Attachment** button, if appropriate.

Add Attachment i **Delete Attachment(s)** Filter _____

| Name ↑ | Attachment ID # | Date/Time |
|---------------------------|-----------------|-----------|
| — No records to display — | | |

Items per page: 10 | < < > >|

- a. Select the file to attach.
- b. Select the **Open** button. The file name displays beside the **Upload Document To DIS** button.

Add Attachment i **Delete Attachment(s)** Filter _____

images.jpg o **Upload Document To DIS**

- c. Select the **Upload Document To DIS** button. The uploaded file displays in the attachment list.

Add Attachment i **Delete Attachment(s)** Filter _____

| Name ↑ | Attachment ID # | Date/Time |
|-------------------------------------|-----------------|----------------------------|
| <input type="checkbox"/> images.jpg | 329373 | 04/21/2022, 13:06:23-04:00 |

Items per page: 10 | 1 – 1 of 1 | < < > >|





8. Select the **Save and Send** button.

A screenshot of a computer interface titled "Trade Attachments". At the top left is a dropdown menu labeled "Trade Attachments". Below it is a toolbar with a red-bordered "Add Attachment" button. To the right of the toolbar are three input fields: "Name", "Attachment ID #", and "Date/Time", each with a small "i" icon. To the right of these fields is a "Filter" input field. At the bottom of the interface are two buttons: "Cancel" on the left and a red-bordered "Save and Send" button on the right.



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